

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission

DOCKET FILE COPY ORIGINAL

445 12th Street, SW
Washington, DC 20554

Date: August 9, 2005

Subject: Subscriber Notification and Acknowledgement Status and Compliance Report
WC-Docket No. 05-196

Dear Secretary,

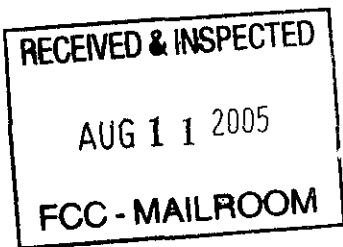
Per FCC order, SOYO Inc. has prepared this filing for the record. Please do not hesitate to contact us if you have any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Shaun Kung".

Shaun Kung
SOYO Group Inc.
VoIP Division
VP of Sales

No. of Copies rec'd 0 + 4
List A B C D E



Subscriber Notification Report

WC Docket No. 05-196

Prepared By: SOYO Inc.

**1420 South Vintage Avenue
Ontario, California 91761
909-292-2500**

Date: August 9, 2005

Subscriber Notification and Acknowledgement Status and Compliance Report

- A detailed description of all actions the provider has taken to specifically advise every subscriber, prominently and in plain language, of the circumstances under which E911 service may not be available through the interconnected VoIP service and/or may be in some way limited by comparison to traditional E911 service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (*i.e.*, e-mail, U. S. mail);

SOYO has sent emails and US mails to our distributors, resellers and end users on 7/28/2005. The content of the advisory is in Exhibit 1. SOYO also made E911 advisory available on our web site. Since SOYO VoIP has a prepaid business model, we are enforcing end users to acknowledge when they refill their accounts.

- A quantification of how many of the provider's subscribers, on a percentage basis, have submitted an affirmative acknowledgement, as of the date of the report, and an estimation of the percentage of subscribers from whom they do not expect to receive an acknowledgement by August 29, 2005;

SOYO offers VoIP service globally. Out of total US end users, 23% of them have read and acknowledged. Out of non-US end users we have 46% of them have read and acknowledged. This statistics is as of August 8, 2005. We estimate up to 5% of US subscribers may not send SOYO acknowledgement by August 29, 2005.

- A detailed description of whether and how the provider has distributed to all subscribers warning stickers or other appropriate labels warning subscribers if E911 service may be limited or not available and instructing the subscriber to place them on and/or near the customer premises equipment used in connection with the interconnected VoIP service. This information should include, but is not limited to, relevant dates and methods of contact with subscribers (*i.e.*, e-mail, U. S. mail);

SOYO sells VoIP service and hardware through distributors and resellers. We did send required advisory to our distributors and resellers. Additionally SOYO provides resources on our web site so that they can follow up with their customers. All SOYO products that we ship to the US distributors and resellers since July 29, 2005 have a sticker on the packaging box. Display of the sticker is in Exhibit 2.

- A quantification of how many subscribers, on a percentage basis, to whom the provider did not send the advisory described in the first bullet above and/or to whom the provider did not send warning stickers or other appropriate label as identified in the bullet immediately above;

SOYO had send advisory to all the distributors, resellers and end users in the US based on company database, either by mail or email.

- A detailed description of any and all actions the provider plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory, including, but not limited to, disconnecting the subscriber's VoIP service with the Company no later than August 30, 2005;

SOYO has implemented a mechanism which force end users to acknowledge when refill their accounts. SOYO will follow FCC order to disconnect end users who have not acknowledged by August 30, 2005.

- A detailed description of how the provider is currently maintaining any acknowledgements received from its subscribers;

SOYO has maintained a database of end users' logins. We maintain a set of emails for email acknowledgement. We also maintain hard copies of the acknowledgement for those who US mailed or faxed back to us.

- The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the *VoIP E911 Order*.

Andrew Lin, Product Manager

909-292-2507

andrewl@soyogroup.com

Shaun Kung, VP Sales-VOIP Division

909-292-2535

shaunk@soyogroup.com

Exhibit 1

CUSTOMER EMAIL

MANDATORY RESPONSE TO E911 NOTIFICATION OR LOSE YOUR SOYO VoIP SERVICE

In compliance with the recent Federal Communications Commission (FCC) Order regarding VoIP (Voice over Internet Protocol) Enhanced 911 (E911) services, we are providing you with the following important information about SOYO's E911 service. Currently, SOYO Service DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services. However, it will soon be a required element of your service plan, which SOYO will offer no later than November 28, 2005, as required by the FCC. We will notify you as to activation procedures when such service becomes available. In the meantime, subscribers must be made aware of the limitations of calling 911 from their Internet phone service.

Please review the contents of this email notification in its entirety and when you have finished, click on the line below to confirm that you have read and understand the limitations of SOYO's E911 service, and reply to this email. THIS IS A REQUIREMENT OF THE FCC, AND WITHOUT YOUR ACKNOWLEDGEMENT, WE WILL NO LONGER BE ABLE TO OFFER YOU INTERNET PHONE SERVICE.

In addition, please provide the address where you use your SOYO VoIP equipment, as well as confirmation of your email address so that we may contact you when SOYO's E911 service becomes available.

Also, please note that the FCC requirement applies only to the United States.

As explained in the Terms and Conditions of your SOYO Service, SOYO Services DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services. You should always have an alternative means of accessing traditional 911 emergency services.

In order to continue to use SOYO Internet Phone Service, please click on the line below to acknowledge that you have read and understand this notice that SOYO DOES NOT offer 911 or E911 emergency primary or lifeline services. Failure to do so will result in discontinuation of your SOYO Internet Phone Service.

Thank you for your prompt attention to this matter.

_____ I have read and understand this notice that SOYO Internet Phone Service does not currently offer traditional 911 or E911 access to emergency primary or lifeline services.

Street Number: _____

Street Name: _____

Street Suffix (e.g., Street, Road, Avenue): _____

Address Line 2 (e.g., Apartment 57B, Suite 225): _____

City: _____

State: _____

Zip Code: _____

Email: _____

CUSTOMER LETTER**MANDATORY RESPONSE TO E911 NOTIFICATION OR LOSE YOUR SOYO VoIP SERVICE**

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Please review the contents of this notification in its entirety and when you have finished, check the line below to confirm that you have read and understand the limitations of SOYO's E911 service. You must then sign the letter, print your name and the date on which you read and acknowledge this notification. In addition, please provide the address where you use your SOYO VoIP equipment as well as your email address so that we may contact you when SOYO's E911 service becomes available. You must then fax this notification to SOYO at 909-937-0783 or mail this notification back to: SOYO Group, Inc.; 1420 S. Vintage Avenue; Ontario, CA 91761; Attn: VoIP Notification.

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Thank you for your prompt attention to this matter.

_____ I have read and understand this notice that SOYO Internet Phone Service does not currently offer traditional 911 or E911 access to emergency primary or lifeline services.

(Signature) (Print Name) (Date)

Street Number: _____

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City: _____

State: _____

Zip Code: _____ Email: _____

DISTRIBUTOR EMAIL

**MANDATORY RESPONSE TO E911 NOTIFICATION
YOUR CUSTOMERS MUST RESPOND OR LOSE THEIR SOYO VoIP SERVICE**

Dear _____,

The Federal Communications Commission (FCC) recently issued an order describing the 911 and/or E911 (Enhanced 911) obligations of providers of VoIP (Voice over Internet Protocol) services, which includes SOYO. The FCC's rules are effective as of July 29, 2005 and require that VoIP service providers take the following actions:

- Distribute to new and existing customers a letter describing the circumstances under which 911 or E911 services may not be available to them;
- As of July 29, 2005 all SOYO VoIP equipment will include a warning stickers or label to notify new subscribers that E911 service may have certain limitations;
- Begin obtaining and keeping records of affirmative acknowledgement from subscribers indicating that they have received and understood the letter describing E911 limitations.

The FCC requirements apply only to the United States.

Failure by your customers to acknowledge receipt and understanding of the SOYO E911 limitations will result in their SOYO VoIP service being terminated.

In compliance with the FCC regulations, you must provide your customers with the important information regarding SOYO's E911 service and obtain acknowledgement from each customer that they understand the limitations of SOYO's E911 service. At this time, SOYO services DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services.

You must sent this information to your customers via email or standard mail and receive acknowledgement from each customer that they have read and understand the service limitation. Attached are templates for an email notification and a letter of notification to send to your customers.

Access to 911 or E911 service will soon be a required element of SOYO's service plan, which will be offered no later than November 28, 2005, as required by the FCC. We will notify you as to activation procedures when such service becomes available.

Please click below to acknowledge that you have read and understand this notice that SOYO does not offer 911 or E911 primary or lifeline emergency services, and that you must notify your customers of this important information and begin obtaining and keeping records of affirmative acknowledgement from your customers, and rely to this email.

Thank you for your prompt attention to this matter. If you have any questions or need additional information, please contact us at e911service.soyo.com.

I have read and understand this notice that I must inform my customers that SOYO Internet Phone Service does not currently offer traditional 911 or E911 access to emergency primary or lifeline services and that I must obtain and keep records of affirmative acknowledgement from my customers.

DISTRIBUTOR LETTER**MANDATORY RESPONSE TO E911 NOTIFICATION
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- Begin obtaining and keeping records of affirmative acknowledgement from subscribers indicating that they have received and understood the letter describing E911 limitations.

The FCC requirements apply only to the United States.

Failure by your customers to acknowledge receipt and understanding of the SOYO E911 limitations will result in their SOYO VoIP service being terminated.

In compliance with the FCC regulations, you must provide your customers with the important information regarding SOYO's E911 service and obtain acknowledgement from each customer that they understand the limitations of SOYO's E911 service. At this time, SOYO services DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services.

You must sent this information to your customers via email or standard mail and receive acknowledgement from each customer that they have read and understand the service limitation. Attached are templates for an email notification and a letter of notification to send to your customers.

Access to 911 or E911 service will soon be a required element of SOYO's service plan, which will be offered no later than November 28, 2005, as required by the FCC. We will notify you as to activation procedures when such service becomes available.

Please check the line below to acknowledge that you have read and understand this notice that SOYO does not offer 911 or E911 primary or lifeline emergency services, and that you must notify your customers of this important information and begin obtaining and keeping records of affirmative acknowledgement from your customers, then sign and print your name, and enter the date which you sign. You must then either fax this letter back to SOYO at: 909-937-0783 or mail this letter back to: SOYO Group, Inc.; 1420 S. Vintage Avenue; Ontario, CA 91761; Attn: VoIP Notification.

Thank you for your prompt attention to this matter. If you have any questions or need additional information, please contact us at e911service.soyo.com.

_____ I have read and understand this notice that I must inform my customers that SOYO Internet Phone Service does not currently offer traditional 911 or E911 access to emergency primary or lifeline services and that I must obtain and keep records of affirmative acknowledgement from my customers.

(Signature)

(Print Name)

(Date)

PRODUCT LABEL

MANDATORY E911 NOTIFICATION

In compliance with the recent Federal Communications Commission (FCC) regulations, this notification provides important information regarding SOYO's Enhanced 911 (E911) Internet phone service. SOYO service DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services.

You should always have an alternative means of accessing traditional 911 emergency services.

For more information, be sure to visit our Web site at <http://phone.soyo.com>.

WEB SITE COPY**MANDATORY RESPONSE TO E911 NOTIFICATION OR LOSE YOUR SOYO VoIP PHONE SERVICE
ACTIVATE SOYO 911 DIALING SERVICE**

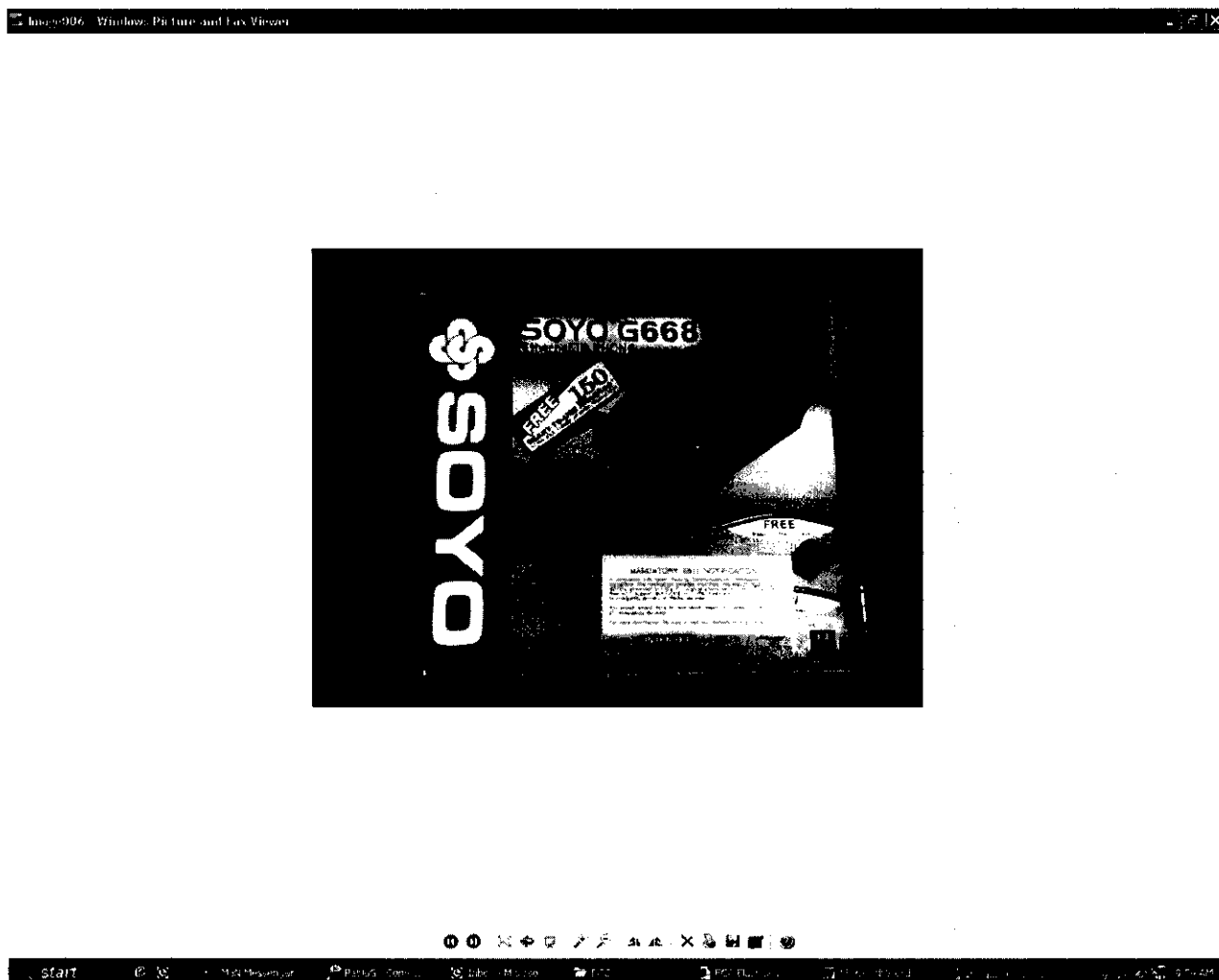
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If you bought your VoIP phone service directly from SOYO, you will receive a notification by email or regular mail that must be acknowledged and returned to SOYO. Failure to return the acknowledgement to SOYO will result in your Internet phone service from SOYO being disconnected. If you bought your SOYO VoIP phone service from a distributor or reseller, you will receive notification by email or regular mail from your distributor or reseller that must be returned to them. Failure to return the acknowledgement to your distributor or reseller will result in your SOYO Internet phone service being discontinued.

If you would like to read the notification now, please [click here](#). If you have any questions or need additional information, please contact us at e911service.soyo.com.

Exhibit 2



RECEIVED & INSPECTED

AUG 11 2005

FCC - MAILROOM

Subscriber Notification Report

WC Docket No. 05-196

Prepared By: SOYO Inc.

**1420 South Vintage Avenue
Ontario, California 91761
909-292-2500**

Date: August 9, 2005

Subscriber Notification and Acknowledgement Status and Compliance Report

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SOYO has maintained a database of end users' logins. We maintain a set of emails for email acknowledgement. We also maintain hard copies of the acknowledgement for those who US mailed or faxed back to us.

- The name, title, address, phone number, and e-mail address of the person(s) responsible for the Company's compliance efforts with the *VoIP E911 Order*.

Andrew Lin, Product Manager

909-292-2507

andrewl@soyogroup.com

Shaun Kung, VP Sales-VOIP Division

909-292-2535

shaunk@soyogroup.com

Exhibit 1

CUSTOMER EMAIL

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Please review the contents of this email notification in its entirety and when you have finished, click on the line below to confirm that you have read and understand the limitations of SOYO's E911 service, and reply to this email. THIS IS A REQUIREMENT OF THE FCC, AND WITHOUT YOUR ACKNOWLEDGEMENT, WE WILL NO LONGER BE ABLE TO OFFER YOU INTERNET PHONE SERVICE.

In addition, please provide the address where you use your SOYO VoIP equipment, as well as confirmation of your email address so that we may contact you when SOYO's E911 service becomes available.

Also, please note that the FCC requirement applies only to the United States.

As explained in the Terms and Conditions of your SOYO Service, SOYO Services DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services. You should always have an alternative means of accessing traditional 911 emergency services.

In order to continue to use SOYO Internet Phone Service, please click on the line below to acknowledge that you have read and understand this notice that SOYO DOES NOT offer 911 or E911 emergency primary or lifeline services. Failure to do so will result in discontinuation of your SOYO Internet Phone Service.

Thank you for your prompt attention to this matter.

_____ I have read and understand this notice that SOYO Internet Phone Service does not currently offer traditional 911 or E911 access to emergency primary or lifeline services.

Street Number: _____

Street Name: _____

Street Suffix (e.g., Street, Road, Avenue): _____

Address Line 2 (e.g., Apartment 57B, Suite 225): _____

City: _____

State: _____

Zip Code: _____

Email: _____

CUSTOMER LETTER**MANDATORY RESPONSE TO E911 NOTIFICATION OR LOSE YOUR SOYO VoIP SERVICE**

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Please review the contents of this notification in its entirety and when you have finished, check the line below to confirm that you have read and understand the limitations of SOYO's E911 service. You must then sign the letter, print your name and the date on which you read and acknowledge this notification. In addition, please provide the address where you use your SOYO VoIP equipment as well as your email address so that we may contact you when SOYO's E911 service becomes available. You must then fax this notification to SOYO at 909-937-0783 or mail this notification back to: SOYO Group, Inc.; 1420 S. Vintage Avenue; Ontario, CA 91761; Attn: VoIP Notification.

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DISTRIBUTOR EMAIL

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YOUR CUSTOMERS MUST RESPOND OR LOSE THEIR SOYO VoIP SERVICE**

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- As of July 29, 2005 all SOYO VoIP equipment will include a warning stickers or label to notify new subscribers that E911 service may have certain limitations;
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Failure by your customers to acknowledge receipt and understanding of the SOYO E911 limitations will result in their SOYO VoIP service being terminated.

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(Signature)

(Print Name)

(Date)

PRODUCT LABEL

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For more information, be sure to visit our Web site at <http://phone.soyo.com>.

WEB SITE COPY**MANDATORY RESPONSE TO E911 NOTIFICATION OR LOSE YOUR SOYO VoIP PHONE SERVICE
ACTIVATE SOYO 911 DIALING SERVICE**

In compliance with the recent Federal Communications Commission (FCC) Order regarding VoIP (Voice over Internet Protocol) Enhanced 911 (E911) services, SOYO is providing you with the following important information about SOYO's E911 service.

At this time, SOYO service DOES NOT support and DOES NOT offer traditional 911 or E911 access to emergency primary or lifeline services. However, it will soon be a required element of your service plan, which SOYO will offer no later than November 28, 2005 as required by the FCC> We will provide activation instructions when such service becomes available. In the meantime, subscribers must be aware of the limitations of calling 911 from their Internet phone service.

If you bought your VoIP phone service directly from SOYO, you will receive a notification by email or regular mail that must be acknowledged and returned to SOYO. Failure to return the acknowledgement to SOYO will result in your Internet phone service from SOYO being disconnected. If you bought your SOYO VoIP phone service from a distributor or reseller, you will receive notification by email or regular mail from your distributor or reseller that must be returned to them. Failure to return the acknowledgement to your distributor or reseller will result in your SOYO Internet phone service being discontinued.

If you would like to read the notification now, please [click here](#). If you have any questions or need additional information, please contact us at e911service@soyo.com.

Exhibit 2

